

## CLAIMS

What is claimed is:

1. A method for automated handling of a service problem reported by a wireless device customer, comprising the steps of:
  - providing a means by which the wireless device customer can initiate and establish contact with a computer server;
  - communicating certain identification information to the computer server;
  - communicating information about system conditions associated with the service problem to the computer server;
  - identifying the specific nature of the service problem by comparing the system condition information to a database of known problems maintained by the computer server; and
  - initiating a corrective action responsive to the specific nature of the service problem.
2. The method as recited in claim 1, in which the step of communicating certain identification information to the computer server is carried out in response to prompting of the wireless device customer.
3. The method as recited in claim 1, in which the wireless device is a mobile telephone.
4. The method as recited in claim 1, in which the corrective action includes adjustment of settings of one or more network components through execution of certain computer instructions that are communicated to the one or more network components.
5. The method as recited in claim 4, in which switch settings are adjusted.
6. The method as recited in claim 5, in which the certain computer instructions are communicated to the switch through a telnet session.
7. The method as recited in claim 1, in which the corrective action includes downloading of certain settings or software updates to the wireless device.

8. The method as recited in claim 1, in which contact is established between the wireless device customer and the computer server through a computer network.

9. The method as recited in claim 8, in which the computer network is the Internet.

10. A method for automated handling of a service problem reported by a wireless device customer to a customer service representative, comprising the steps of:

initiating and establishing contact between the customer service representative and a computer server;

communicating certain identification information to the computer server;

communicating certain information about system conditions associated with the service problem to the computer server, thereby allowing the computer server to (a) identify the specific nature of the service problem by comparing the system condition information to a database of known problems maintained by the computer server, and then (b) initiate a corrective action responsive to the specific nature of the service problem.

11. The method as recited in claim 10, in which contact is established between the customer service representative and the computer server through a computer network.

12. A computer-readable medium containing computer-readable instructions which, upon the request of a user, performs the steps of:

receiving certain identification information;

prompting the user to input certain information about system conditions associated with a service problem;

identifying the specific nature of the service problem by comparing the system condition information to a database of known problems; and

initiating a corrective action responsive to the specific nature of the service problem.

13. The computer-readable medium containing computer-readable instructions as recited in claim 12, in which the wireless device is a mobile telephone.

14. The computer-readable medium containing computer-readable instructions as recited in claim 12, in which the step of initiating a corrective action includes communication of

certain computer instructions to one or more network components to adjust settings associated with said one or more network components.

15. The computer-readable medium containing computer-readable instructions as recited in claim 14, in said network components are switches.

16. A system for troubleshooting a service problem associated with a wireless device, comprising:

a server containing diagnostic logic and configured to receive an input from a user, wherein the input includes identification information and certain information about conditions associated with the service problem, and wherein the server evaluates the service problem based on an application of the diagnostic logic to the input; and

at least one network component in communication with the server, wherein the server modifies said at least one network component based on the application of the diagnostic logic to the input.

17. The system as recited in claim 16, wherein the user is a wireless device customer.

18. The system as recited in claim 16, wherein the user is a customer service representative who a wireless device customer has contacted to assist with the service problem.

19. The system as recited in claim 16, in which the wireless device is a mobile telephone.

20. The system as recited in claim 16, in which initiating the corrective action includes communication of certain computer instructions to one or more network components to adjust settings associated with said one or more network components.

21. The system as recited in claim 20, in which said network components are switches.